

Request for Proposals - Voice Over Internet Protocol Phone System Services

Addendum # 1 - Questions & Answers

Release Date: December 15, 2021

The following is a list of responses to questions submitted by prospective respondents ("Respondents") to the Request for Proposals - Voice Over Internet Protocol Phone System Services

Addendum # 1 - Responses to Questions

No.	Question	Answer
1	Can you please provide the make/model of your current system being used to perform the services that this RFP will replace?	Our current system is provided by 8x8. It is a cloud-based presence coupled with 2 modules located in our server room.
2	For the ACD Queues, do you require the agents to be skilled to answer specific calls?	No, just based on department or a specific number (Direct Inward Dialing [DID]).
3	Do you require call recording for all users? Screen recording required?	Yes, since we do have that on our current system.
4	If call recording is required, what is the retention period that the calls/screens will need to be stored on the 8x8 platform before being downloaded to the ESD repository?	30 days.
5	Is there any requirement for additional phones? If so, how many of each of the model types would you require (Lobby, Basic Office, Executive Office, Conference Room)?	There is no requirement for additional phones.
6	How many phone numbers do you currently have? DID? TFN? Will you need any additional of either of these?	We have 1,009 DID and do not require any more.
7	Scope of Work, Section III, page 3: Is it the expectation that the selected Vendor works with the existing base of phones – meaning Bring Your Own Device (BYOD)? Would you consider a solution that provides new phone sets?	The selected vendor will work with the existing phone inventory.

8	Scope of Work, Section III, page 3: The Scope of Work requests an extension license that supports fax service. How critical is the fax service?	Fax service is part of the current solution and we are maintaining it. As a government entity fax is still crucial for our operations.
9	Scope of Work, Section III, page 3: The Scope of Work requests Hot Desk and also refers to the Automatic Call Distribution. Can you provide in more detail what you require for the Hot Desk?	Hot desk will allow some phones/users to log into a shared space, ACD (automatic call distribution) and will be used by certain departments that have a few people answering helpdesk calls or customer calls via a designated DID#. Staff will log into the ACD Queue to answer the calls, differentiating it from Hot Desk.
10	Overview, Section II, page 3: Is it the expectation that the selected Vendor must support the 8x8 app? Would you consider a new hosted VOIP service with Poly or Cisco deployment?	We are not considering a new app under this RFP. We are also not considering a new hosted VOIP service.
11	Are the 300 virtual numbers part of the 600 or addition too? Do they require the same international dialing as the 600 or only US/Canada?	These virtual numbers are more of a system autodialing to our other offices that aren't part of our phone system. They are system numbers and do not use our DID pools of numbers.
12	Do the faxes require international dialing or just US/Canada?	US/Canada.
13	Is there a need for Supervisory licenses (call analytics, dashboard, etc.) for the 40-agent contact center (ACD)	Yes, a few supervisor licenses will be required. Number has not yet been determined.
14	The RFP mentions integration to Outlook. Any additional integrations required, for example MS Teams?	Integration with MS Teams is not required.
15	The RFP mentions 'fax service' within the 600 user requirements. Are any users using e-fax, for it will require an additional DID line? If so, how many users are using the e-fax?	All users are using the fax from the 8x8 Works desktop client which is part of our 8x8 package and is not related to e-fax.
16	Is it safe to assume that the 30 faxes are hard-wired fax machines?	Yes, we have some hard-wired fax machines but looking to eventually move away from hard-wired fax.
17	In the Overview section of the RFP, it is stated that ESD is requesting bids from respondents to provide a 8x8 Hosted Telephone System. Is the 8x8 system a hard requirement? If not, are you open to considering alternative Cloud-based VoIP Telephone solutions?	8x8 is a hard requirement, our current 8x8 is a mix of all; we have physical phones, desktop app and mobile app. We have 2 modules onsite that provides connectivity to our faxes/analog equipment, and the rest is cloud-based with the 8x8 company.

18	Can we bid another solution other than 8x8 since this is already in place and cannot go out to RFP?	Please see answer to question 17.
19	One question I had was I read that you are looking for 8x8 app - is that a requirement?	Please see answer to question 17.
20	Is this RFP just for 8 X 8 hosted solution or can a bidder also offer other solutions like ACO (Avaya Ring Central Solution) ?	Please see answer to question 17.
21	Wanted to confirm you are looking to continue your 8x8 deployment versus replacing it with an alternative provider.	Please see answer to question 17.
22	In reviewing the documents from the NYS Contract Reporter, we do not see the exact addresses of the 14 locations involved. I have been to your Website and see there are 10 Regions for NYS Empire State Development. Can you please provide the list of locations as it impacts our pricing for the RFP?	Currently we only have 8x8 phones at out 633 3 rd Ave New York, NY and 625 Broadway Albany NY location. We do not expect that adding 8x8 phones at other locations will affect pricing since we will provide all necessary hardware and have built in licenses for expansion.
23	On page 3, Section II: Overview, it references Vendors are to provide 8x8-hosted telecom services. Will ESD consider other hosted telecom services that can support the Polycom VVX 411, VVX 201, Conference 500 and VVX 601 model handsets?	Please see answer to question 17.
24	Section VIII, pages 8 – 13: Is this RFP at all related or bound to any provisions or SLAs of the New York State OGS agreement?	No
25	Is ESD willing to consider using [Redacted] Service Agreement as the basis of the contract and the adding in the requirements that are set forth in the RFP?	No. All ESD contracts are subject to the terms and conditions of the reference Schedule A.
26	Please confirm delivery of proposals. You mention the format with tabs yet to send electronically.	Please disregard tab requirement and submit electronic proposals per RFP directions.
27	Does being certified as an MBE for NY Minority Supplier Council count towards the 10 points awarded under the Quantitative Factors?	<p>Per the RFP, only NYS-certified MWBEs and SDVOBs, and found on the SDVOB Directory or on the MWBE Directory as of the closing of the period for responses to the RFP may be awarded quantitative factors points.</p> <p>The MWBE Directory is available at: https://ny.newnycontracts.com/.</p> <p>The SDVOB Directory is available at: https://online.ogs.ny.gov/SDVOB/search.</p>
28	Our Minority-Owned Company, [redacted], wishes to submit a VOIP Phone System Services Bid but we are awaiting Certification approval by New York State though we are certified in	This RFP is open to all firms, regardless of NYS-MWBE/SDVOB certification. Per the RFP, only NYS-certified MWBEs and SDVOBs, and found on the SDVOB Directory or on the MWBE Directory as of the closing of the period for

	<p>[redacted] expiring on [redacted] . We submitted our NYS Certification approval on [redacted] and have heard nothing back. Are we permitted to submit a bid on the VOIP though pending certification?</p>	<p>responses to the RFP may be awarded quantitative factors points.</p> <p>The MWBE Directory is available at: https://ny.newnycontracts.com/.</p> <p>The SDVOB Directory is available at: https://online.ogs.ny.gov/SDVOB/search.</p>
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